CSIT114/ CSIT814– Group Assessment
Stakeholder Analysis and Interview Answers

Stakeholder Classification

For the assessment the **FIVE (5)** stakeholders that you should be focusing on are:

- NSW Government (Internal / Executive)
- Roads and Maritime Services - RMS (Internal / Operational)
- Local Councils (Internal / Operational)
- Contractors (External / Operational)
- General Public (External / Operational)

Interview Answers

The following answers to interview questions are designed for you to use when performing the systems analysis and modelling the proposed system.

NSW Government

What are your goals for developing a 'Pothole Management System'?

The main goal is about cost reductions and efficiency. Currently the process is managed separately by both the RMS and Local Councils depending on who is responsible for the road. This causes issues for the general public when they want to report a pothole as they do not know who is the best person to contact.

Who will be responsible for the system when it becomes operational?

The RMS will be responsible for the operational management of the system when it is released.

What do you require from the system?

We would like to see monthly reports from the system. Showing the number of occurrences of potholes (under RMS control, under each local councils control), times it takes for repairs, cost of repairs.

What would you like to see in future versions of the system?

In future versions of the system a geographical mapping of the pothole hotspots would be ideal. But currently this is outside of the project scope, focus should be on occurrences as stated before.

Roads and Maritime Services (RMS)

What are your goals for developing a 'Pothole Management System'?

Currently we are responsible for repairing and maintenance of major roads. See: http://www.rms.nsw.gov.au/projects/key-build-program/maintenance/road-network-responsibility.html. Our goal is to have a system that we can receive notifications of new potholes from the general public so that timely assessment of the work is required and that our contractors can be notified to conduct the repairs.

How does the process currently occur?

Currently most of the reporting comes through the phone (see: http://www.rms.nsw.gov.au/contact-us/phone-contacts.html). A person from the general public rings us and provides us with the street where the pothole is and a basic description.

What are the requirements for the new system from the perspective of the RMS?

1. That a person from the general public is able to submit the location and potentially a photo of the pothole via their mobile phone. This information is then recorded in central place where we can assign contractors to inspect and rectify the pothole. The system should be able to notify us when the pothole is on a major road as per the road network responsibility information.

2. Our contractors should interact with the system to:
a. view their allocated work schedules
b. record the work completed (hours taken and materials used)

Local Councils

What are your goals for developing a 'Pothole Management System'?

We have similar goals to the RMS, however we are responsible for local roads within our council area. For example as we are from Wollongong City Council our current process is available at: http://www.wollongong.nsw.gov.au/customerserviceonline/reportit/Pages/roaddamage.aspx

Contractors

What is the current process to fix a pothole?

I receive a call from the RMS or a local council with the approximate address of the pothole. I then drive to the location where I inspect the pothole and take photos of the issue. I then repair the pothole taking photos of the finished work and fill in paperwork

stating how long the work took. I then have to take the paperwork with copies of the photos to the RMS or Council for them to record the work that I have completed.

What would you what from a system?

I would like a simple way to interact with the RMS and Council. For me to receive notifications of jobs and to submit the hours and photos directly without the need to go into their offices.

General Public

Do you report potholes?

- No, I didn't know that I could
- I tried to once but it was too much of a hassle, I didn't know who to contact. I contacted the roads and they said that I needed to contact the council.

If this could be done from your phone would you report them?

Yes, I would.

What features would you want?

Something simple where I could hit a button and all the information of the pothole could be sent to the correct people to fix the problem. I would also like notification when the pothole is fixed.

Would you take photos of the pothole and send them too?

This could be an option, but it is not something that would be compulsory. If I was driving I can't use my phone so I would have to pullover to record the pothole and get out of my car to take the photo. If the passenger could just use the app that would be better and I would not need to stop.